

# Re-thinking Verification

## The Quality Assurance Program

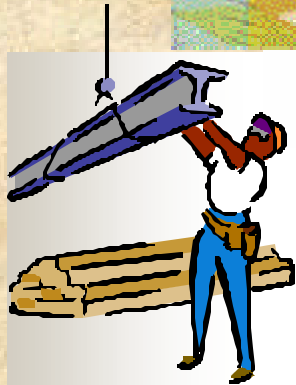


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# Verification at UTSA ...before QAP

- UTSA verified about approximately 7,000 files from a student population of 22,000.
- Students are awarded but not disbursed any aid until their verification process is completed.
- No “In-house” verification profile - we selected students based upon CPS edits.
- No analysis of student information...just processing paperwork.


# The Road UTSA Traveled

- Spring 2002, began reading about the Quality Assurance (QA) program from the QA web site.
- September 1, 2002 – Letter sent to apply for participation in QAP for 03-04.
- October 23, 2002 UTSA was accepted into QAP program.
- November 1, 2002 began to work with QA software to establish an initial profile.
- December 1, 2002 “Finalized” new QAP profile based upon analysis of data from software.




# <http://qaprogram.air.org>


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How do we do it?




**Mission**  
Quality Assurance helps schools **Attain, Sustain,** and **Advance** exceptional student aid delivery and service excellence.

**Vision**  
To broaden SFA's Quality Process to serve all participating Title IV institutions by providing tools that promote better service to students, compliance, and continuous improvement in program delivery.

**Core Values**  
Accountability  
Empowerment  
Expertise  
Flexibility  
Innovation  
Partnership  
Program Integrity  
Service

**What's New?**




Video descriptions of how to make the most of the Quality Analysis Tool

**NEW** interactive Modules for the SFA Assessments!

**Post Conference Highlights "Journey Toward Excellence: United by Common Goals,"** March 4-5, 2002, in Baltimore

**Model of Quality Award goes to Kent State University!**



# QAP Site - Breakdown



## QA & Requirements

- General Requirements

## What's New

- Reports, Conference info, Experimental sites

## Tools for Schools

- Assessments, QA tool, Effective practices, Guidance, Appendices

## View Summary Reports

- Intuitional Profiles/Analysis

## Archive

- Software, Feedback, Summary Reports, Training, Fact Sheets

## Links

- Other sites

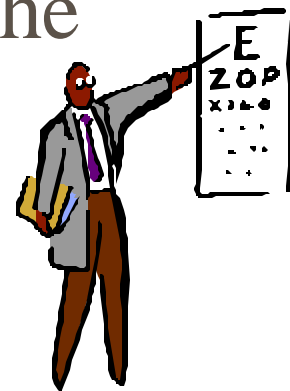
## Contact Us

- Phone Numbers, and email addresses



# Questions We've Asked... and Answered!

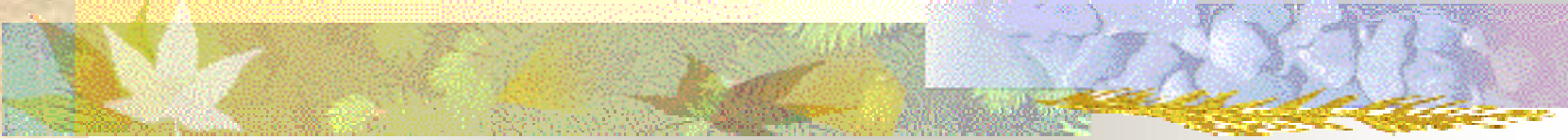
- Assessments – what needs to be done?
- How much Student information (ISIR's) do I need to load into the QA software?
- How do I know who and what to include/exclude when evaluating the reports from the QA software?
- What help is available to me?



# Benefits of QAP:

- QA software analyzes student information to determine the population most likely to report incorrect information.
- Sharing of information and best practices with the Department of Education and other QA member schools.
- Continual re-evaluations of verification patterns/populations on an annual basis.
- Required Federal Student Aid (FSA) assessment modules also ensure compliance across all areas of financial aid processing.





# UTSA's QA Program Processing Cycle

- Maintain and process FAFSA/ISIR records
  - January through September
- Enter and refine verification profiles into the QA software
  - February through April
- Analyze preliminary data from QA software
  - May through September
- Analyze Fall awarding data/activity
  - September and October
- Create/Review of profiles for new academic year
  - November and December





# Additional Populations Needing Verification...

- Students who are made Independent because of a dependant.
- Students made Independent because they are orphans or a ward of the court.



# Summary

- Increased accuracy in determining student need.
- The QA program will focus financial aid processes where they are needed most.
  - *Majority of students will not be needlessly bothered for additional financial information.*
- Education, service, and outreach activities will increase as we build analytical information about our students and their patterns of reporting financial information.



Questions?

